

A decorative graphic consisting of a thin yellow circle and a horizontal bar with a yellow-to-white gradient. A large black left square bracket is on the left side of the bar, and a large yellow right square bracket is on the right side.

Special Needs Transportation Coordination Study

ACCT Meeting
June 13, 2008

[Summary of Study Tasks]

- Develop inventory of special needs transportation services
- Identify federal funding & related barriers to special needs coordination
- Examine service models in & out of state
- Review siting of facilities serving persons with special transportation needs
- Assess role of ACCT
- Identify methods to improve coordination among agencies and providers

[Research Steps to Date:]

- Stakeholder interviews conducted:
 - DOT staff and Secretary of Transportation
 - Legislators and Governor's Staff
 - DSHS and other state agency staff
 - OSPI (Pupil Instruction)
 - Public Transit Operators
 - Medicaid Brokers
 - Tribal Programs
- Data collection and analysis
- 2 Forums: Yakima and Everett

Tasks 1 and 2: Preliminary Findings

- Task 1: Conduct inventory of special needs transportation services
- Task 2: Identify funding and related barriers to special needs transportation coordination

Task 1: Human Service Transportation Inventory

- Washington State Summary of Public Transportation
- Washington State Summary of Community and Brokered Transportation
- Coordinated Public Transit Human Services Coordination Plans (13)
- Washington State 211 Social Service Information Network
- Puget Sound FindaRide.org
- Superintendent of Pupil Instruction

[Key Findings]

- 205 organizations (excluding schools) identified that provide special needs transportation
- There is no “typical” provider
- Non-profits account for more than 1/3 of all providers
- Many non-profits serve general public in rural areas
- Most providers specifically serve seniors and persons with disabilities

[3 Principal Sponsors of Special Needs Transportation in Washington State]

- Public Transportation Agencies
- Social Service Agencies
- Superintendent of Pupil Instruction (OSPI)/Local School Districts

[Public Transportation]

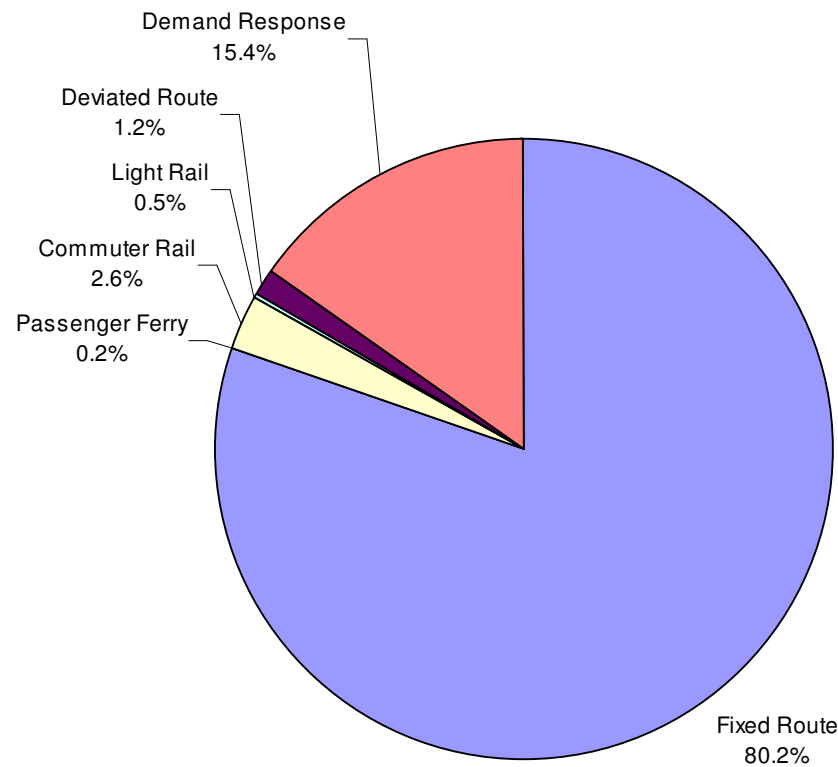
- Provides many trips for special needs customers on regular fixed route services
- Americans with Disabilities Act (ADA) requires accessibility for persons with wheelchairs, and other accommodations for persons with disabilities
- Transit agencies receiving federal funds must provide seniors and persons with disabilities 50% fare discount during off-peak hours
- Accessible public transit allows equal service and mainstreams persons with disabilities into society

ADA Paratransit Minimal Requirements

- For persons whose disability prevents use of fixed route, ADA paratransit required
- Most transit agencies conduct eligibility process to assess based on ability (or inability) to use fixed route
- Complementary to fixed route (same hours and service area)
- Curb to curb service

Public Transit Operating Expenditures by Mode: Total \$882 million in 2006

(excluding Washington State Ferries)



[Department of Social and Health Services (DSHS) Administrations:]

- Health and Recovery Services
(Medicaid non-emergency medical trips)
- Aging and Disability Services
- Economic Services
- Children's Administration
- Juvenile Rehabilitation
- Vocational Rehabilitation

Medicaid Non-Emergency Medical Transportation

- Administered by DSHS
- Federal requirement to provide access to authorized medical services for Medicaid-eligible persons
- In Washington, services provided through a brokerage arrangement

[8 Medicaid brokers statewide]



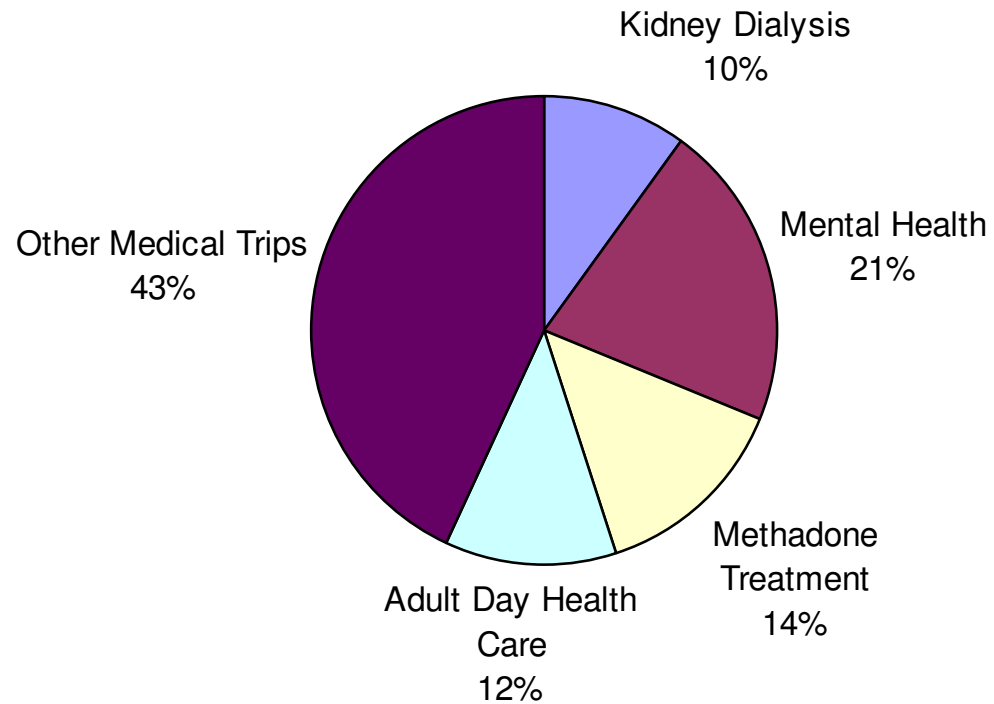
[Brokers' Roles and Responsibilities]

- Operation of toll-free telephone number for scheduling services
- Evaluation and verification of client eligibility, provided service coverage, and appropriate level of transportation
- Contract for and monitor transportation and interpreter services

Medicaid Transportation: Funding

- 50% federal Medicaid, 50% state funds
- \$65.5 million expended annually (FY 2006)
- Includes both direct services and administrative fees
- Average cost per trip: \$20

[Types of Medicaid Trips]



[Other Human Service Agencies]

- Identification of specific agencies still under investigation
- Not all agencies track expenditures for transportation
- No central clearinghouse or inventory to identify relevant agencies
- Project goal—identify state or federal programs that authorize use of their funds for client transportation

[Pupil Transportation: 3 categories]

- Basic transportation to and from school
- Special transportation to and from school
 - Students with a disability or condition that requires transportation to specialized facilities
 - Students in special education programs
 - Homeless students to “school of origin”
- Other transportation
 - Field trips, athletics etc.

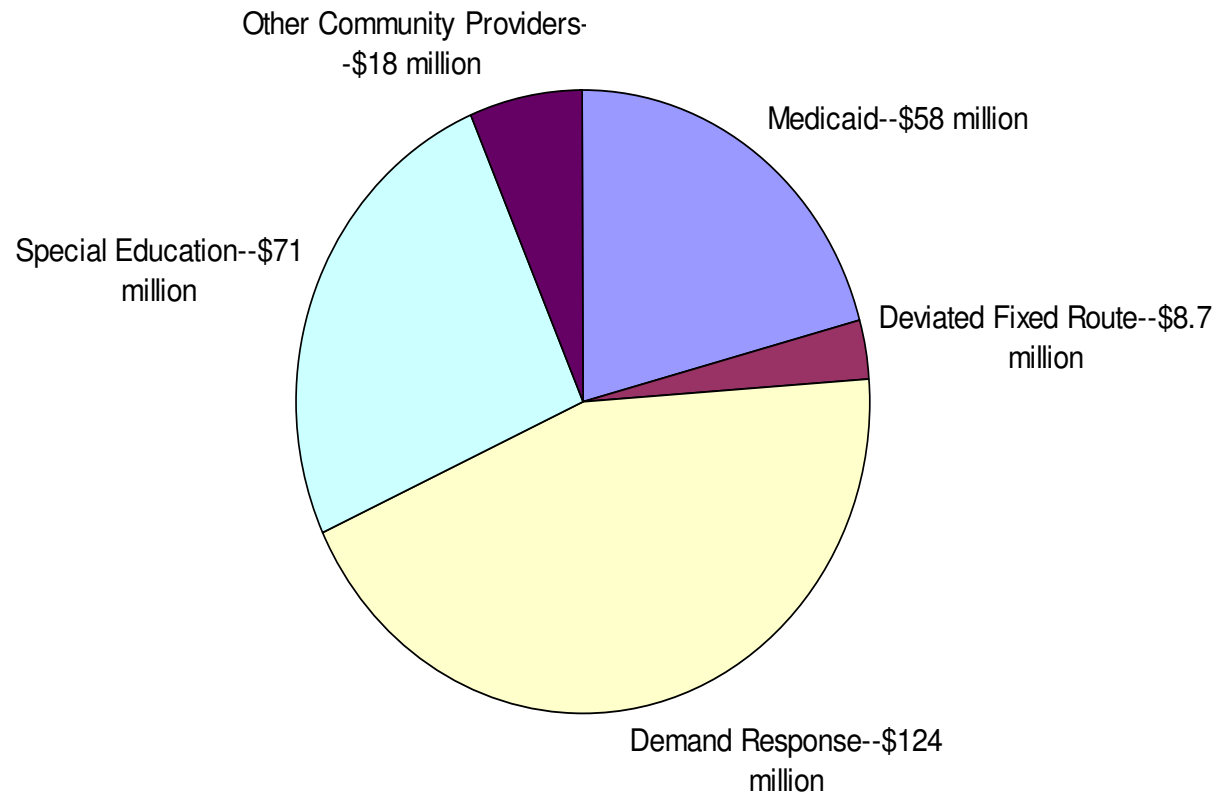
[Pupil Transportation: Funding]

- Over \$300 million annually spent on basic transportation
- State responsible for funding basic transportation
- Transportation costs covered 2/3 by State and 1/3 by local funds
- State allocation provides an additional \$40 million annually for vehicle procurements

Pupil Transportation: Special Programs

- Special program allocations are about 1/3rd of total allocations
- Special program allocations growing at a faster rate than basic program allocations

2005 Specialized Transportation Funding Snapshot: \$280 million



Forums: May 5 in Yakima May 7 in Everett

- Yakima forum attended by 35
- Snohomish forum attended by 57
- Good mix of transit, human service, local agencies, schools and other stakeholders
- Attendees asked to assess effectiveness of system and offer ideas for improvement

[Coordination Barriers: Customer's Perspective]

- Confusing and inconsistent eligibility standards for various programs
- (Often) no clearinghouse to find out about options
- Travel across county lines is difficult and time consuming, especially if a transfer is involved
- Social service caseworkers don't always know full range of mobility options

[Coordination Barriers]

- Funding restrictions—funds often dedicated to one client group with “strings” attached
- Vehicle requirements aren’t always compatible for mixing clients
- Insurance costs, or concerns about liability prevent coordination
- Inconsistent driver requirements

[Coordination Barriers, cont.]

- Inconsistent planning and reporting requirements for transportation and human service agencies
- Unique customer needs don't always allow for grouping passengers
- Contract or labor union restrictions sometimes limit flexibility

[Coordination Opportunities]

- Build on local coordination planning and coalitions
- WSDOT—flexible funding and consolidated grant program
- Economic climate is renewing interest in coordination
- Medicaid Brokerage Infrastructure

[Next Steps]

- Conduct additional stakeholder interviews
- Convene workshop with disability advocates and other customer groups
- Investigate further state and federally funded human service programs that sponsor transportation
- Develop 4 case studies to examine issues in more detail (Snohomish, Yakima, Lincoln, Pierce Counties)
- Identify and describe best practices